INDEX 1991

PERSONNEL MANAGEMENT Volume 23
PM PLUS Volume 2

Titles

Addressing the abuse of psychological tests	David Bartram	April
Annual hours: a year of living dangerously?	Jane Pickard	August
Big bang hits the health service	Eric Caines, Alex Selkirk and Chris Spry	Jan
Can Britain manage a national wage?	Keith Sisson	Oct
Can the personnel department survive quality management?	Eileen Giles and Roger Williams	April
Caring for bereaved employees	Bruno Grison	May
Civil Service decentralisation: reality or rhetoric?	Susan Corby	Feb
Competent by any other name	Charles Woodruffe	Sept
Computerised way to evaluate jobs, The	Helen Murlis and Derek Pritchard	April
Culture change in the NHS	Hance Fullerton and Colin Price	March
Danger of a false move, The	Nick Forster and Tony Munton	Jan
Developing managers in a merged organisation	Brendan Andrews	Jan
Developing supervision	John Kane and Tony Wallace	Oct
Devising a sexual harassment policy	Michael Rubenstein	Feb
Difference a graduate recruitment brochure can make, The	Philip Schofield	Jan
Do the Japanese make better managers?	John Storey	August
Even-handed approach to graphology, An	Alan Fowler	March
Facing up to the needs of the older manager	Jacqui Lewis and Chris McLaverty	Jan
Giving credit to prior learning	Anat Arkin	April
Graduate recruitment à la Française	Tony Keenan	Dec
Hard graft way to develop managers, The	Tony Shuttleworth and Roy Prescott	Nov
Helping people to face redundancy	Pauline Crofts	Dec
How international are Britain's business schools?	Anat Arkin	Nov
HRM from the other side of the fence	Paul Iles and Chris Mabey	Feb
Improving assessment centres	Victor Dulewicz	June
Industrial conflict: will the giant wake?	Paul Edwards	Sept
Information technology at your service	John Palmer	June
Japanese lesson in European togetherness, A	Janet Fitzgerald	Sept
Job evaluation in a changing world	Helen Murlis and David Fitt	May
Learning in action	Alan Mumford	July
Lifeblood of the NHS, The	John Rogers	June
Making time for productivity	Philip Lynch	March
Management development in the NHS	Carole Tietjen	May
Managing diversity: lessons from the US	Malcolm Greenslade	Dec
Managing healthcare in Northern Ireland	Bertie Thompson	Sept
Meeting the training needs of NHS personnel specialists	Stephen Briscoe	July
Metamorphosis in the NHS: the implications of trust status	Catharine Hodges	April
Milestones for the personnel department	Kathryn Riley and Martyn Sloman	August
Monitoring multiskilling: the way to guarantee long-term change	Michael Cross	March
New engine of change in employee relations, A	Frank Müller	July
Operating equal opportunities in the health service	Amanda Parkyn	August
Performance management at the crossroads	Stephen Bevan and Marc Thompson	Nov
Personnel management on the line: how middle managers view the function	Keith Reynolds Allen	June
Personnel practices in partnerships	Anat Arkin	May
Personality tests: the great debate	Clive Fletcher *et al*	Sept
Plugging the gap in training needs analysis	Jill Fairbairns	Feb
Preparing staff to live up to the Citizen's Charter	James Harkness	Nov
Recruitment, retention and return: the NHS and the 3Rs	Roy Male and Karen Clarke	Feb
Restructuring pay and grading in a Civil Service agency	Alan Davies	Oct
Retaining staff through 'star' treatment	Keith Cameron	July
Smile on the face of a leadership tiger? The	Arthur Miller	Oct
Strategic look at management development, A	Paul Miller	August
Take a new career path, Ms Jones	Penny Cole and Margery Povall	May
Taking stock of corporate culture	Roy Payne	July
Visions of the future	John Stanworth	June
What the personnel director can bring to the boardroom table	Colin Coulson Thomas	Oct
What's changed about incentive pay?	Mike Cannell	Oct
When bargaining is a life-or-death issue	David Fillingham	March
Who needs a hero?	Charlotte Chambers	Oct
Why companies prefer to use expatriates	Hugh Scullion	Nov
Work permits with tiers: a guide to the new system	Karen Sturtivant	Dec

KEY

Italics – Months printed in italics refer to PM Plus features

C - Comment **G** - Guestspot **RR** - Recruitment report
C'file - Computerfile **HM** - Health matters **SS** - Students special
Euro - Eurofile **N** - News **TEx** - Training extra

Authors

Andrews, Brendan	Developing managers in a merged organisation	Jan
Aikin, Olga	Law at work	Jan-July, Sept, Oct, Dec
Arkin, Anat	Giving credit to prior learning	April
	How international are Britain's business schools?	Nov
	Personnel practices in partnerships	May
Bartram, David	Addressing the abuse of psychological tests	April
Bett, Mike	What price a company chairman? (C)	August
Bevan, Stephen	Performance management at the crossroads	Nov
Blinkhorn, Steve	Personality tests: the great debate	Sept

Boosey, Alan	Job advertising and the recession	Oct
	Media news (RR)	Jan-April, June-Aug, Nov, Dec
Briscoe, Stephen	Meeting the training needs of NHS personnel specialists	July
Caines, Eric	Big bang hits the health service	Jan
Cameron, Keith	Retaining retail staff through 'star' treatment	July
Cannell, Mike	What's changed about incentive pay?	Oct
Cassels, Sir John	Guestspot	*March, June, Sept, Dec*
Chambers, Charlotte	Who needs a hero?	Oct
Clarke, Karen	Recruitment, retention and return in the NHS	Feb
Cole, Penny	Take a new career path, Ms Jones	May
Corby, Susan	Civil Service decentralisation: reality or rhetoric?	Feb
Coulson Thomas, Colin	What the personnel director can bring to the boardroom table	Oct
Crofts, Pauline	Helping people to face up to redundancy	Dec
Cross, Michael	Monitoring multiskilling: the way to guarantee long-term change	March
Curnow, Barry	How the IPM is responding to customer needs (C)	Oct
Davies, Alan	Restructuring pay and grading in a Civil Service agency	Oct
Davies, John	Red herring of equality targets, The (C)	Nov
Daws, Nick	The business of community work	*Oct*
Dickenson, Fred	Personnel's management role (C)	Dec
Dulewicz, Victor	Improving assessment centres	June
Edwards, Paul	Industrial conflict: will the giant wake?	Sept
Fairbairns, Jill	Plugging the gap in training needs analysis	Feb
Fillingham, David	When bargaining is a life-or-death issue	March
Fitt, David	Job evaluation in a changing world	May
Fitzgerald, Janet	A Japanese lesson in European togetherness	Sept
Flegg, David	Screentest (TEx)	Jan-Dec
Fletcher, Clive	Personality tests: the great debate	Sept
Forster, Nick	The danger of a false move	Jan
Fowler, Alan	An even-handed approach to graphology	March
	How to... series	*Jan-Dec*
Fullerton, Hance	Culture change in the NHS	March
Gennard, John	Developments in employee relations (SS)	Feb
Giles, Eileen	Can the personnel department survive quality management?	April
Greenslade, Malcolm	Managing diversity: lessons from the United States	Dec
Griffiths, Ward	Time councils determined their own pay? (C)	March
Grison, Bruno	Caring for bereaved employees	May
Hanson, Marlys	The smile on the face of a leadership tiger?	Oct
Harkness, James	Preparing staff to live up to the Citizen's Charter	Nov
Hodges, Catharine	Metamorphosis in the NHS: the implications of trust status	April
Iles, Paul	HRM from the other side of the fence	Feb
Johnson, Ron	Europe finds its true vocation (Euro)	August
Kane, John	Developing supervision	Oct
Keates, Barry	Open competition for the unions (C)	Sept
Keenan, Tony	Graduate recruitment à la Française	Dec
Leslie-Miller, Lindsay	Attracting marketing staff through training (RR)	March
Lewis, Jacqui	Facing up to the needs of the older manager	Jan
Long, Phil	What's changed about incentive pay?	Oct
Lowry, Sir Pat	Guestspot	*Feb, May, Nov*
Lynch, Philip	Making time for productivity	March
Mabey, Chris	HRM from the other side of the fence	Feb
Mackenzie Davey, D	Guestspot	*Jan, April, July, Oct*
Male, Roy	Recruitment, retention and return in the NHS	Feb
McHale, Jo	Screentest (TEx)	Jan-Dec
McLaverty, Chris	Facing up to the needs of the older manager	Jan
Mill, Cherry	EC update	*Jan-March*
	Eurofile	Jan-March, June, Sept, Oct
Miller, Arthur	The smile on the face of the leadership tiger	Oct
Miller, Paul	A strategic look at management development	August
Müller, Frank	A new engine of change in employee relations	July
Mumford, Alan	Learning in action	July
Munton, Tony	The danger of a false move	Jan
Murlis, Helen	Computerised way to evaluate jobs, The	April
	Job evaluation in a changing world	May
	Pay commentary (N)	Feb, May, Aug, Nov
Paddison, Lorraine	Ethnic minority employees are still the losers (C)	May
Palmer, John	Information technology at your service	June
Papandreou, Vasso	Flexible approach to involvement (Euro)	May
Parkyn, Amanda	Operating equal opportunities in the NHS	August
Payne, Roy	Taking stock of corporate culture	July
Peach, Sir Leonard	Personnel managers' Hippocratic oath (C)	Jan
Pickard, Jane	Annual hours: a year of living dangerously?	August
Pope, Colin	An involved argument (C)	June
Povall, Margery	Take a new career path, Ms Jones	May
Prescott, Roy	Hard graft way to develop managers, The	Nov
Price, Colin	Culture change in the NHS	March
Pritchard, Derek	The computerised way to evaluate jobs	April
Reynolds Allen, Keith	Personnel management on the line	June
Richards Carpenter, Colin	CIP exhibition preview	June
	Computerfile	Jan-May, July-Nov
Riley, Kathryn	Milestones for the personnel department	August
Rodriguez, Jose	Spanish customs (Euro)	April
Rogers, John	The lifeblood of the NHS	June
Rubenstein, Michael	Devising a sexual harassment policy	Feb
Schofield, Philip	The difference a graduate recruitment brochure can make	Jan
Scullion, Hugh	Why companies prefer to use expatriates	Nov
Selkirk, Alex	Big bang hits the health service	Jan
Shuttleworth, Tony	Hard graft way to develop managers, The	Nov
Sigman, Aric,	Health matters	Jan-March, *April -Dec*
Sisson, Keith	Can Britain manage a national minimum wage?	Oct
Sloman, Martyn	Milestones for the personnel department	August
Spry, Chris	Big bang hits the health service	Jan
Stanworth, Celia and John	Visions of the future	June
Storey, John	Do the Japanese make better managers?	August
Sturtivant, Karen	Work permits with tiers: a guide to the new system	Dec
Suter, Eric	Legal decisions	*Jan-Dec*
Taylor, Sue	Cultural differences and the Euromanager (TEx)	April
Thompson, Bertie	Managing healthcare in Northern Ireland	Sept
Thompson, Marc	Performance management at the crossroads	Nov
Tietjen, Carole	Management development in the NHS	May
Torrington, Derek	IPM's employee resourcing syllabus (SS)	Jan
Walker, Vivienne	Recession; easier the second time round? (C)	April
Wallace, Tony	Developing supervision	Oct
Wild, Alan	Supply side: key to overcoming disability (C)	Feb
Williams, Roger	Can the personnel department survive quality management?	April
Willmott, Ted	The standard response to training (C)	July
Woodruffe, Charles	Competent by any other name	Sept

Subject classification

COMPUTERS IN PERSONNEL

Computerised time and attendance systems (Marketplace)	*July*
Computerised way to evaluate jobs, The	April
Computers in Personnel conference report (N)	August
Computers in Personnel exhibition preview	June
Computers in Personnel survey results (C'file)	July
Controlling manpower costs (C'file)	Nov
CPIS advances (C'file)	Feb
CPISs full of eastern promise (C'file)	Oct
How CPISs alter personnel's role (C'file)	August
Identifying real CPIS needs (C'file)	March
Information technology at your service	June
ITIP Award winners (C'file)	Jan
Key role of administrators, The (C'file)	April
Maximising the value of a CPIS (C'file)	May
Towards 'on-line' managers (C'file)	Sept

EDUCATION/INDUSTRY LINKS

Building society sponsorship	Oct
Compacts help to redress balance	June
Exchange scheme set to expand	July
Higher profile for engineering	Jan
Money from firms no substitute	Sept
Personnel head joins review body	Nov
Personnel staff in interviews initiative	April
Printers aim for a better image	May
Sandwich courses hit by recession	August
Teachers sample supermarket work	March
Teaching materials miss the target	Feb
Value of partnerships, The	Dec

EMPLOYEE RELATIONS AND INVOLVEMENT

Breath of fresh air for Britain's unions? A	*August*
British Universities IR Association conference report (N)	August
Developments in employee relations (SS)	Feb
Flexible approach to involvement (Euro)	May
How to… use conciliation and arbitration services	*Dec*
Industrial conflict: will the giant wake?	Sept
Industrial democracy back on the agenda	*Jan*
Involved argument, An (C)	June
Involvement: still getting the red card? (G)	*May*
IR in Europe: not so distant relations (Euro)	Nov
Liverpool's French collection	*Sept*
Long road to employee involvement, The (Euro)	Feb
New engine of change in employee relations, A	July
Open competition for the unions (C)	Sept
Rolls-Royce drives a hard bargain	*Oct*
Survey on union membership (N)	Sept
Trades Union Congress report (N)	Oct
When bargaining is a life-or-death issue	March

EQUAL OPPORTUNITIES

Anti-discrimination legislation for the disabled (N)	Nov
Catering for people with disabilities	*Nov*
Devising a sexual harassment policy	Feb
Disability (News focus)	Nov
Managing diversity: lessons from the United States	Dec
Ethnic minority employees are still the losers (C)	May
Facing up to the needs of the older manager	Jan
How to… monitor equal opportunities	*April*
Maternal drive, The (Legal decisions)	*Jan*
Operating equal opportunities in the Health Service	August
Question of discrimination, A (Law)	Sept
Red herring of equality targets, The (C)	Nov
Springboard to equal opportunities, A (TEx)	Feb
Supply side: key to overcoming disability (C)	Feb
Take a new career path, Ms Jones	May
TSB banks on equal opportunities, The	*Jan*
When returning to work is child's play	*August*
Wider agenda for equal opportunities, The (Euro)	March

EUROPE

Channel tunnel: undermining la difference? The	*Feb*
Coming to terms with the Community (Euro)	July
Cultural differences and the Euromanager (TEx)	April
Directives: the state of play (Euro)	Sept
EC update	*Jan-Dec*
Europe finds its true vocation (Euro)	August
EAPM conference report	*July*
Facts of working life, The (Euro)	Jan
Flexible approach to involvement (Euro)	May
Graduate recruitment à la Française	Dec
Industrial democracy back on the agenda (EC update)	*Jan*
IPM in Ireland conference report (N)	*June*
IR in Europe: not so distant relations (Euro)	Nov
Japanese lesson in European togetherness, A	Sept
Job prospects remain grim (Euro)	Oct
Long road to employee involvement, The (Euro)	Feb
Making directives work in practice (Euro)	June
Over-riding importance of the European Community, The (Law)	April
Qualified approval for proposed directives (EC update)	*Feb*
Spanish customs (Euro)	April
Still looking for a strategic role (Cranfield/PW survey)	*June*
Unfinished work on the single market (EC update)	*March*
Wider agenda for equal opportunities, The (Euro)	March

HEALTH AND SAFETY

Accidents will happen (HM)	Feb
Back to basics (HM)	*April*
Best practice in health and safety (Law)	March
Coping with headaches (HM)	*Sept*
Defensive driving (HM)	*Dec*
Exercise for the mind (HM)	*Oct*
Hands on management (HM)	March
How to… provide employee counselling	*May*
Mesmerising experience, A (HM)	*August*
Pay-off from exercise, The (HM)	Jan
Preparing for traumatic stress	*Sept*
Problem of the month (HM)	*May*
Time off in loo (HM)	*July*
When high-fliers turn their backs on stress	*April*
When panic attacks (HM)	*June*
The preventive prescription (HM)	*Nov*

INTERNATIONAL

American Society for HRM conference report (N)	August
Catering for people with disabilities (US)	*Nov*
Do the Japanese make better managers?	August
How to…employ foreign nationals	*March*
International personnel conference report	May
Japanese lesson in European togetherness, A	Sept
Managing diversity: lessons from the United States	Dec
Why companies prefer to use expatriates	Nov
Work permits with tiers: a guide to the new system	Dec

LAW AT WORK

Best practice in health and safety	March
Creating workable restraint clauses	Oct
Handing over the final notice	Jan
Over-riding importance of the European Community, The	April

INDEX 1991

Promise unfulfilled, A — June
Question of discrimination, A — Sept
Safe way to cut staff costs, The — July
Trials of working life, The — Dec
Unreasonable contract terms — May
What do wages really mean? — Feb
Work permits with tiers: a guide to the new system — Dec

LEGAL DECISIONS AND QUESTIONS OF LAW

Continuity of employment — *July*
Employment security — *March*
Incorporating conditions — *August*
Legal rights of reservists — *Feb*
Maternal drive, The — *Jan*
Relative damages — *June*
Restrictive covenants — *May*
Terminal misconduct — *April*
Transfer of undertakings, A — *Oct*
Unhealthy disagreement? An — *Sept*

MANAGEMENT TRAINING AND DEVELOPMENT

Certified competent (MCI accreditation) (TEx) — May
Competent by any other name — Sept
Cultural differences and the Euromanager (TEx) — April
Developing managers in a merged organisation — Jan
Do the Japanese make better managers? — August
Giving credit to prior learning — April
Hard graft way to develop managers, The — Nov
How international are Britain's business schools? — Nov
Learning in action — July
Management development in the NHS — May
Oxbridge gets down to business — *May*
PM/PW management training survey — Sept
Sporting chance of development, A (TEx) — Jan
Strategic look at management development, A — August
The course of strategic HRD — Dec
Turning managers into assessors (TEx) — Nov

PAY AND CONDITIONS

Can Britain manage a national minimum wage? — Oct
Directors' pay – letters — Sept
How to… reward performance — *July*
Pay column (N) — Feb, May, Aug, Nov
Restructuring pay and grading in a Civil Service agency — Oct
Time councils determined their own pay? (C) — March
What do wages really mean? (Law) — Feb
What price a company chairman? (C) — August
What's changed about incentive pay? — Oct

PERSONNEL MANAGEMENT – GENERAL

Harrogate conference report — Dec
How CPISs alter personnel's role (C'file) — August
How the IPM is responding to customer needs (C) — Oct
IPM's code of conduct (N) — *June*
IPM's employee resourcing syllabus (SS) — Jan
IPM's new action plan (IPM News) — *May*
Meeting the training needs of NHS personnel specialists — July
Milestones for the pesonnel department — August
New route to IPM qualification, A (TEx) — Oct
Personnel management on the line: how middle managers view the function — June
Personnel's management role (C) — Dec
Personnel managers' Hippocratic oath (C) — Jan
Personnel practices in partnerships — May
'PM expert' – winning entries — Nov
Review of work of IPM's membership committee — *April*
Review of work of IPM's organisation and HRP committee — *August*
Still looking for a strategic role (Cranfield/PW survey) — *June*
Visions of the future — June
What the personnel director can bring to the boardroom table — Oct

PERSONNEL PRACTICES AND TECHNIQUES

Annual hours: a year of living dangerously? — August
Calling time on problem drinkers — *May*
Can the personnel department survive quality management? — April
Career planning at the BBC — *Dec*
Caring for bereaved employees — May
Computerised way to evaluate jobs, The — April
Conservative way to dress for success, The (G) — *Oct*
Danger of a false move, The — Jan
Employee volunteering programme — *Oct*
Encouraging start to employee motivation, An — *April*
Flexible working practices - *PM*/PW survey report (N) — Jan
Giving credit to prior learning — April
Helping people to face up to redundancy — Dec
How to… conduct appraisals — *June*
… keep employees informed — *Oct*
… provide employee counselling — *May*
… set performance objectives — *Feb*
HRM from the other side of the fence — Feb
Improving assessment centres — June
Job evaluation in a changing world — May
Making time for productivity — March
Monitoring multiskilling: the way to guarantee long-term change — March
Motivating ITV companies staff — *July*
Performance management at the crossroads — Nov
Preparing staff to live up to the citizen's charter — Nov
Retaining retail staff through 'star' treatment — July
Rewarding stout service — *Feb*
Safe way to cut staff costs, The — July
'Smart' approach to organisational change, A — *June*
Staff entertainment — *Dec*
Taking stock of corporate culture — July
Temporary challenge, The — *Nov*
Trials of working life, The (Trial periods) (Law) — Dec
When returning to work is child's play — *August*

PUBLIC SECTOR

Big bang hits the Health Service — Jan
Civil Service decentralisation: reality or rhetoric? — Feb
Culture change in the NHS — March
Developing public sector managers (TEx) — Sept
Information technology at your service — June
Lifeblood of the NHS, The — June
Liverpool's French collection — *Sept*
Management development in the NHS — May
Managing healthcare in Northern Ireland — Sept
Meeting the training needs of NHS personnel specialists — July
NAHSPO conference report — *Oct*
Operating equal opportunities in the Health Service — August
Personnel implications of trust status, The — April
Preparing for traumatic stress — *Sept*
Recruitment, retention and return: the NHS and the 3Rs — Feb
Restructuring pay and grading in a Civil Service agency — Oct
SOCPO conference report — *April*
Time councils determined their own pay? (C) — March
When bargaining is a life-or-death issue — March
When local government managers buy out — *Jan*

RECESSION

Helping people to face redundancy — Dec
Job advertising and the recession (RR) — Oct

Learning to live with the recession (N) August
Recession, easier the second time around? (C) April
Safe way to cut staff costs, The July
Sandwich courses hit by recession August
Still looking for a strategic role *June*

RECRUITMENT AND SELECTION

Addressing the abuse of psychological tests April
Association of Graduate Recruiters conference report (RR) August
Attracting marketing staff through training (RR) March
Difference a graduate recruitment brochure can make, The Jan
Even-handed approach to graphology, An March
Graduate recruitment à la française Dec
High ratings for the navy's recruitment and retention *March*
How to… conduct interviews effectively *August*
… use executive search *Jan*
Job advertising and the recession (RR) Oct
Personality tests: the great debate Sept
Recruitment advertising awards *April*
Recruitment, retention and return: the NHS and the 3Rs Feb
Smile on the face of a leadership tiger? The Oct
Take a new career path, Ms Jones May
Who needs a hero? Oct

TRAINING AND DEVELOPMENT

Cultural differences and the Euromanager (TEx) April
Developing public sector managers (TEx) Sept
Developing supervision Oct
Great outdoors – leadership skills course (TEx) August
How to… identify training needs *Nov*
How to… use visual aids *Sept*
Hygiene training scheme (TEx) March
Insuring against insularity (language training) (TEx) June
'Investors in people' awards launch (N) Nov
Language training (Marketplace) *May*
National Training Awards report (N) Jan
NVQs in the glass industry (TEx) July
Outdoor training (Marketplace) *March*
Plugging the gap in training needs analysis Feb
Springboard to equal opportunities, A (TEx) Feb
Standard response to training, The (C) July
Tale of two TECs, A *July*
What does the 'investors in people' award really mean? *March*

Profiles

Bacon, Jenny — Director of Resources and Strategy Department of Employment — June
Buse, Rodney — Group personnel director, WH Smith — April
Cope, Jerry — Personnel director, Royal Mail — July
Farrance, Roger — President-elect, IPM — Oct
Jones, Ken — Head of Engineering Training Authority — *Jan*
McLellan, Bob — General manager, personnel, Reed Corrugated Cases — Feb
Orrico, Ralph — Human resources director, Rank Xerox — Nov
Sadler, Tony — Director of group human resources Minet Holdings plc — March
Townsend, Tina — Head of NHS training directorate — May
Williams, Paul — Director of group personnel and administration, Glaxo Holdings — August
Wilson, Sue — Personnel director, Vickers Defence Systems — Jan

Every test user should have one

Genesys – Integrated Assessment Software – can revolutionise your use of tests, saving both time and resources.

* You no longer need to manually administer tests
* You no longer need to score and norm tests
* You no longer need to write reports on test batteries

Genesys has made this possible for users of tests as diverse as 16PF, OPQ, Myers-Briggs, Firo-B, MAPP, OPP and our own expanding range of fully computerised aptitude tests and dedicated assessment procedures.

Offering time savings of several hours per report at a cost as little as the answer and profile sheet of some tests, don't you think it's a good time to join the 400 or so professional test users who already have one!

TRAINING TO BPS ACCREDITATION STANDARD AVAILABLE

GENESYS
INTEGRATED ASSESSMENT SOFTWARE

For further details contact:
Psytech International Ltd
Icknield House · Eastcheap · Letchworth
Hertforshire SG6 34DF
Telephone: (0462) 482833 Fax: (0462) 482855